

Abstract

How do you make improvement when things are going well? This poster identifies strategies including statistical analysis, opportunistic change, and team development and shows how they can be helpful for moving services and customer satisfaction with front desk services, interlibrary loan, and reference services from good to awesome.

Inspire to Aim Higher

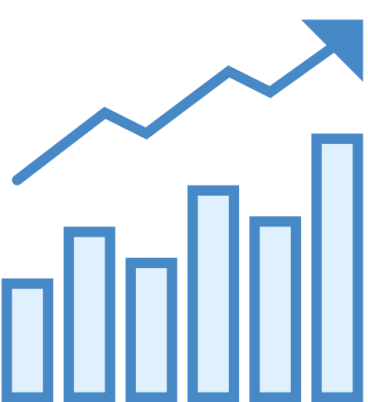
How do you make improvements when things are going well? How do you keep the momentum going?

Here Are 12 Ways to Go from Good to Awesome.



1. Leverage Strategic Leadership

Leadership happens at all levels of the organization. Go beyond meeting the strategic objectives of the organization and plan for your department's short, medium and long-term future.



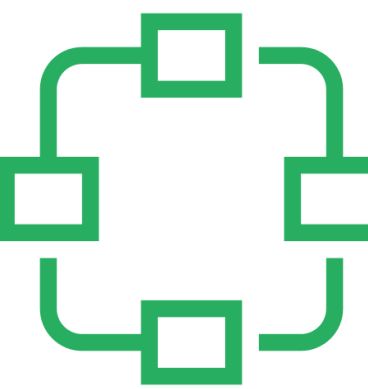
7. Establish Continuous Improvement

Review systems, policies and workflows continuously and systematically. Look at your workflow and policy exceptions. Is there an area for improvement? Watch for user trends and self-reflect to evaluate how users are using the library.



8. Listen to Users

It can be difficult to listen to our user's expectations and needs but they have an important voice. Through feedback from surveys and focus groups, develop better services and programs.



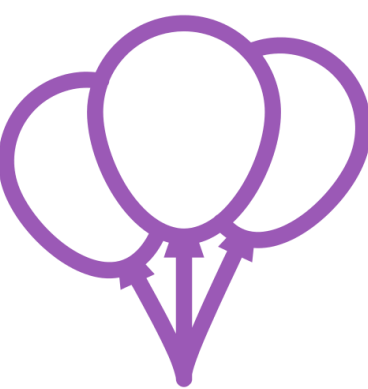
9. Promote Team Development

Encourage teamwork and empower teams with interesting and challenging projects. Through harnessing the power of teamwork, a team can achieve real breakthroughs instead of useful improvements.



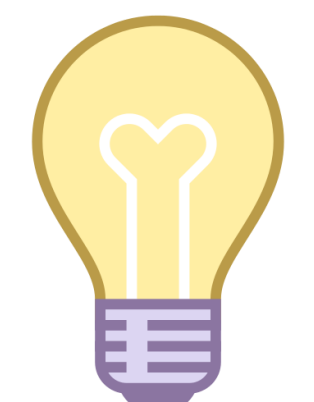
10. Cultivate a Culture of Learning

Encourage staff learning at all levels. Library staff are knowledge workers who need their knowledge constantly refreshed. Foster an environment where creating, acquiring and transferring knowledge is happening at the individual, group, and organizational level.



11. Recognize Excellence & Celebrate Success

Celebrate wins! Celebrate failures! Recognize excellence and prevent demotivation. Allow staff to talk about what demotivates them and listen. The frontline service desk sets the tone for the library user, keep the staff motivated!



12. Empower & Inspire Frontline Staff

Who knows your users better than your frontline staff? Encourage all staff (even student employees) to take the initiative to spot areas for improvement. Staff are our most important resource, ensure policies are flexible enough that the frontline can make decisions.



2. Embrace Failure

Know your organization's definition of failure and embrace it. Organizations need to define innovation and failure and not be afraid to do either. You can set the tone for the employees you supervise.



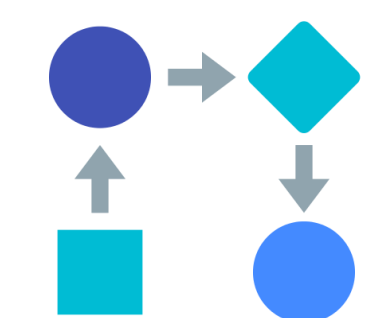
3. Be a Strong Manager

Don't be a good manager — be a great manager. Keep your promises to employees, have the hard conversations early, depersonalize conflict, never ask others to do anything you wouldn't do, build trust with your staff and over-communicate.



4. Stop Providing Reactive Services

With vision and strategic planning, you can stop providing reactive services. Don't react to your users, proactively define services for their needs. Establish strategic directions with realistic goals to develop service agility.



5. Leverage Opportunistic Change

In ever-changing environments, change management is important. Identify areas for opportunistic change, such as new staffing models when staff positions open. Know when to change gradually and when to change radically.



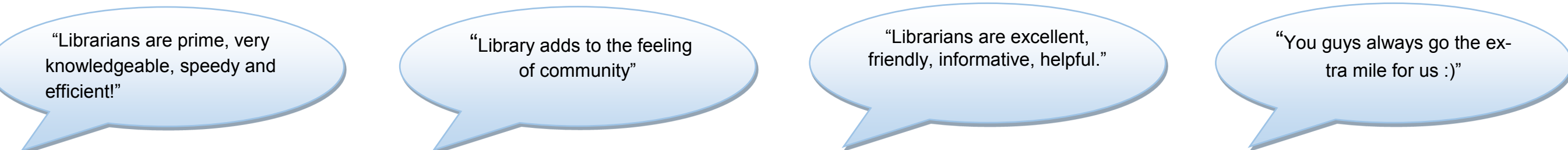
6. Statistical Analysis

Know your story! Keep statistics on key strategic indicators and uncover unmet user needs to build new services and improve processes. Use analysis to identify your library's strengths and weaknesses. Understand drivers of demand on library resources and how they are changing. Align resources to meet those demands.

In Action: Taking Our Libraries from Good to Awesome

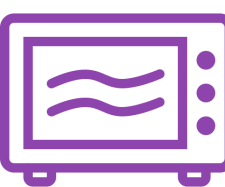
Staff Motivation

We used great responses in a student library survey to motivate staff and create new team projects like redeveloping the desk's statistical database and updated building signage.



Customer Satisfaction

We've increased student customer satisfaction from feedback from our student advisory counsel. New service developments include increased chat reference functionality, new hole punches, a microwave, and puzzles.



Continuous Improvement

After fully overhauling and relaunching interlibrary loan and document delivery workflow three years ago, each year the department systematically reviews workflows during the summer. Policies are examined, space reorganized, shipping policies updated and labels changed.



Empowering Frontline Staff

Frontline staff noticed that students needed to take a break and de-stress from their studies. They set up an interactive computer with games for students to play as they walk by, a coloring book station, and a puzzle station to give students a place to relax for a moment with colleagues before heading to the study rooms for a marathon session.



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